Accessibility Statement for Caring Hands & More

Effective Date: November 11, 2026

Last Updated: November 11, 2026

Caring Hands & More is committed to ensuring digital accessibility for people of all abilities, including individuals with disabilities. We continually work to enhance the user experience for everyone and apply relevant accessibility standards to our website.

1. Conformance Status

To provide an accessible experience, we strive to adhere to the **Web Content Accessibility Guidelines (WCAG) 2.1, Level AA**. These guidelines explain how to make web content more accessible to people with a wide range of visual, auditory, cognitive, and motor disabilities.

2. Actions Taken to Support Accessibility

Across our website hosted on Wix, we implement measures including:

- **Alternative Text:** Providing descriptive alternative text (alt tags) for meaningful images and visual media.
- **Readable Typography:** Selecting clear, legible fonts and maintaining adequate color contrast between text and background elements.
- **Keyboard Accessibility:** Ensuring site navigation, forms, and interactive buttons are operable using a keyboard alone.
- **Clear Structure:** Using proper heading hierarchies (H1, H2, H3) and semantic elements to assist screen reader users in navigating content.
- **Form Labels & Error Handling:** Labeling form fields to assist with input and error recovery during contact or consultation requests.

Privacy Policy for Caring Hands & More

Effective Date: November 11, 2026

Last Updated: November 11, 2026

Caring Hands & More ("we," "our," or "us") operates the website hosted on the Wix.com platform. This Privacy Policy informs you of our policies regarding the collection, use, and disclosure of personal data when you use our website, contact us, or engage in our caregiving and support services.

1. Information We Collect

We receive, collect, and store any information you enter on our website or provide us in any other way.

- **Personal Identifiable Information (PII):** When you fill out an inquiry form, schedule a consultation, or request care services, we may collect:
    - Full name
    - Email address
    - Phone number
    - Mailing/service address
    - General care needs or relationship to the care recipient
- **Technical and Usage Data:** We automatically collect internet protocol (IP) address used to connect your device to the internet, browser type, operating system, page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page.
- **Payment Information:** If online billing, deposits, or payments are processed through our website, payment details (such as credit card numbers or billing addresses) are handled securely through third-party payment gateways. We do not store raw credit card numbers on our local systems.

2. How We Collect Information

We collect personal information through:

- **Direct Interactions:** Online contact forms, consultation booking widgets, newsletter sign-ups, and email or phone inquiries initiated through the site.

- **Automated Technologies (Cookies):** Tracking tools, cookies, and analytics tags deployed automatically by Wix and integrated third-party tools as you navigate to the website.

3. Purpose of Data Collection

We collect and use your personal information for the following purposes:

- To provide and operate our caregiving and support services.

- To respond to inquiries, assess home care needs, and schedule consultations.

- To provide ongoing customer assistance and support.

- To send service updates, administrative notices, and promotional messages (where consented to).

- To comply with any applicable laws and healthcare-related administrative regulations.

- To maintain website security, prevent fraud, and optimize user experience.

4. Hosting, Storage, and Security (Wix Platform)

Our website is hosted on the **Wix.com** platform. Wix provides us with an online platform that allows us to present our services to you. Your data may be stored through Wix's data storage, databases, and general Wix applications. Wix stores your data on secure servers behind a firewall.

All direct payment gateways offered by Wix and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express, and Discover. PCI-DSS

requirements help ensure the secure handling of credit card information by our store and its service providers.

5. Cookies and Tracking Tools

Our website uses cookies and similar tracking technologies to ensure core functionality, monitor performance, and provide a secure browsing experience.

- **Essential Cookies:** Necessary for system security, network management, and accessibility.
- **Functional Cookies:** Remember user preferences and choices.
- **Analytics Cookies:** Track aggregated visitor numbers and browsing patterns to help us improve site navigation and content.

You can manage or disable cookies through your browser settings or via the cookie banner displayed upon visiting our site. Disabling certain cookies may impact specific website features.

6. Sharing Your Information

We do not sell, rent, or trade your personal information to third parties. We only share information with:

- **Service Providers:** Trusted third-party vendors who assist us in operating our website, conducting our business, or serving our clients (e.g., Wix hosting, analytics providers, customer relationship systems), under strict confidentiality agreements.
- **Legal and Regulatory Compliance:** Authorities or legal entities when required by law, subpoena, or to protect the safety and rights of our clients, staff, or the public.

7. Communication and Consent Withdrawal

We may contact you via email, telephone, text message, or postal mail regarding your service inquiries, scheduled care, billing matters, or customer feedback.

If you do not want us to process your data anymore, or if you wish to opt out of non-essential communications, please contact us using the details below.

8. Your Data Rights

Depending on your jurisdiction, you may have the right to:

- Access the personal information we hold about you.
- Request corrections to inaccurate or incomplete details.
- Request the deletion of your personal data, subject to legal and regulatory record-keeping obligations.
- Opt out of marketing communications at any time.

9. Updates to This Privacy Policy

We reserve the right to modify this privacy policy at any time. Changes and clarifications take effect immediately upon posting to the website. If we make material changes to this policy, we will update the "Last Updated" date at the top of this page.

10. Contact Information

If you would like to access, correct, amend, or delete any personal information we have about you, or if you have questions regarding this policy, please contact us at:

- **Business Name:** Caring Hands & More LLC
- **Email:** info@caringhandsandmore.com
- **Phone:** +1 (319) 337-8922
- **Mailing Address:** 409 Kirkwood Avenue, Iowa City, IA 52440

3. Third-Party Content and Limitations

While we aim for full accessibility across all pages, some limitations may occur:

- **Third-Party Widgets:** Portions of our website may integrate third-party tools, plugins, or embedded forms (such as map widgets or external scheduling tools) that are outside our direct development control.

- Legacy Documents: Older downloadable documents or third-party attachments may not fully meet WCAG AA standards. We are actively working to update these materials or provide alternatives upon request.

4. Feedback and Contact Information

We welcome your feedback on the accessibility of the Caring Hands & More website. If you encounter accessibility barriers, need assistance accessing any information, or require content in an alternative format (such as large print or text transcript), please reach out to us:

- **Business Name:** Caring Hands & More LLC

- **Email:** accessibility@caringhandsandmore.com

- **Phone:** +1 (319) 337-8922

- **Mailing Address:** 409 Kirkwood Avenue, Iowa City, IA 52240

We aim to respond to accessibility inquiries and feedback within 2–3 business days.

Terms and Conditions for Caring Hands & More

Effective Date: November 11, 2026

Last Updated: November 11, 2026

Welcome to the Caring Hands & More website. These Terms and Conditions ("Terms") govern your access to, and use of our website hosted on Wix.com. By browsing, accessing, or submitting information through this site, you agree to comply with and be bound by these Terms. If you do not agree, please discontinue using this website immediately.

1. General Website Use

- **Eligibility:** You must be at least 18 years of age or accessing the site under the supervision of a parent or legal guardian to submit inquiries or request services.

- **Informational Purpose Only:** The content provided on this website—including articles, service overviews, guides, and contact materials—is for general educational and informational purposes only.

- **No Medical or Emergency Advice:** Caring Hands & More provides non-medical caregiving, companionship, and home support services. **The website does not provide medical advice, nursing diagnosis, or emergency intervention.** If you or someone in your care is experiencing a medical emergency, call 911 or your local emergency response service immediately.

2. Service Inquiries and Service Agreements

- Submitting an inquiry, contact request, or consultation booking through this website does not establish a formal caregiving contract or guarantee service availability.

- All professional caregiving and companion services require an assessment, mutual intake of documentation, and a separately signed Service Agreement outlining specific terms, schedules, fees, and service scopes.

3. Intellectual Property Rights

- All content on this website—including text, graphics, logos, images, icons, layout, and software—is the property of Caring Hands & More or its content suppliers and is protected by applicable copyright, trademark, and intellectual property laws.

- You may view, download, or print single copies of website materials strictly for personal, non-commercial use. Any unauthorized reproduction, modification, distribution, or republishing of site materials without prior written consent is strictly prohibited.

4. User Conduct and Submissions

When using our forms, consultation schedulers, or interactive features, you agree not to:

- Submit false, misleading, fraudulent, or defamatory information.

- Upload or transmit viruses, malicious code, or files designed to disrupt or limit website performance.

- Attempt to gain unauthorized access to any portion of the website, user data, or connected server infrastructure.

- Use automated scripts, scrapers, or bots to harvest data from our pages.

5. Third-Party Links and Integrations

Our website may contain links to external third-party websites or services (including map providers, review aggregators, or integrated Wix applications) that are not owned or operated by Caring Hands & More. We do not control, endorse, or accept responsibility for the content, privacy policies, or practices of any third-party website. Accessing external links is done at your own risk.

6. Disclaimer of Warranties

This website and all materials provided herein are offered on an "as is" and "as available" basis without warranties of any kind, whether express or implied. Caring Hands & More makes no representations or warranties that:

- The website will operate uninterrupted, secure, or free of errors or technical delays.

- Defects or server bugs will be corrected immediately.

- Information provided on the website is completely up to date or comprehensive at all times.

7. Limitation of Liability

To the maximum extent permitted by applicable law, Caring Hands & More, its owners, employees, contractors, and agents shall not be liable for any direct, indirect, incidental, consequential, special, or punitive damages resulting from:

- Your access to, use of, or inability to use this website.

- Technical malfunctions, data corruption, or service interruptions.

- Any actions taken in reliance upon general information obtained from this website.

8. Indemnification

You agree to defend, indemnify, and hold harmless Caring Hands & More, its affiliates, directors, officers, employees, and agents from and against any claims, liabilities, damages, losses, and expenses (including reasonable legal fees) arising out of or in any way connected with your violation of these Terms or misuse of this website.

9. Governing Law and Jurisdiction

These Terms are governed by and construed in accordance with the laws of the State in which Caring Hands & More primarily operates, without regard to conflict of law principles. Any legal action or dispute arising from the use of this website shall be resolved exclusively within the state or federal courts located in that jurisdiction.

10. Modifications to Terms

We reserve the right to revise or replace these Terms at our sole discretion at any time. Changes will be posted to this page with an updated "Last Updated" timestamp. Continued use of the website following any modifications constitutes acceptance of the revised Terms.

11. Contact Us

If you have any questions or concerns regarding these Terms and Conditions, please contact us at:

- **Business Name:** Caring Hands & More LLC
- **Email:** info@caringhandsandmore.com
- **Phone:** +1 (319) 337-8922
- **Mailing Address:** 409 Kirkwood Avenue, Iowa City, IA 52240